

**CLAIMS**

What is claimed is:

- 1           1.     A method for providing personalized customer support, comprising:  
2           receiving information from a customer;  
3           evaluating the customer information;  
4           identifying customer support information relevant to the customer  
5           information; and  
6           presenting the relevant customer support information to the customer.
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1           2.     The method of claim 1, wherein the step of receiving information  
2           comprises the step of receiving information about products the customer uses.
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1           3.     The method of claim 1, wherein the step of receiving information  
2           comprises the step of receiving information about the customer's business.
- 1  
1           4.     The method of claim 1, wherein the step of receiving information  
2           comprises the step of receiving information about the customer's technical expertise.
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1           5.     The method of claim 1, wherein the step of receiving information  
2           comprises the step of receiving information from an online customer survey.
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1           6.     The method of claim 1, wherein the step of identifying customer  
2     support information relevant to the customer information comprises the step of cross-  
3     referencing the customer information with information contained within a library  
4     database.

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1           7.     The method of claim 6, wherein the step of identifying customer  
2     support information relevant to the customer information further comprises the step of  
3     cross-referencing the customer information with data modules contained within the  
4     library database.

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1           8.     The method of claim 1, wherein the step of presenting the relevant  
2     customer support information to the customer comprises the step of automatically  
3     generating at least one personalized web page accessible to the customer.

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1           9.     The method of claim 8, wherein the at least one personalized web page  
2     only includes customer support information that is relevant to the products the  
3     customer uses and/or the customer's business.

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1           10.    The method of claim 8, wherein the step of presenting the relevant  
2     customer support information to the customer comprises the step of presenting audio  
3     and video instructions to the customer.

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1 11. A system for providing personalized customer support, comprising:  
2 means for receiving information from a customer;  
3 means for evaluating the customer information;  
4 means for identifying customer support information relevant to the customer  
5 information; and  
6 means for presenting the relevant customer support information to the  
7 customer.

1 12. The system of claim 11, wherein the means for receiving information  
2 comprises means for receiving information about products the customer uses.

1 13. The system of claim 11, wherein the means for receiving information  
2 comprises means for receiving information about the customer's business.

1 14. The system of claim 11, wherein the means for receiving information  
2 comprises means for receiving information about the customer's technical expertise.

1 15. The system of claim 11, wherein the means for receiving information  
2 comprises means for receiving information from an online customer survey.

1           16.    The system of claim 11, wherein the means for identifying customer  
2   support information relevant to the customer information comprises means for cross-  
3   referencing the customer information with information contained within a library  
4   database.

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1           17.    The system of claim 16, wherein the means for identifying customer  
2   support information relevant to the customer information further comprises means for  
3   cross-referencing the customer information with data modules contained within the  
4   library database.

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1           18.    The system of claim 11, wherein the means for presenting the relevant  
2   customer support information to the customer comprises means for automatically  
3   generating at least one personalized web page accessible to the customer.

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1           19.    The system of claim 18, wherein the at least one personalized web  
2   page only includes customer support information that is relevant to the products the  
3   customer uses and/or the customer's business.

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1           20.    The system of claim 18, wherein the means for presenting the relevant  
2   customer support information to the customer comprises means for presenting audio  
3   and video instructions to the customer.

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1           21. A computer readable medium having software for providing  
2 personalized customer support, comprising:  
3           logic configured to receive information from a customer;  
4           logic configured to evaluate the customer information;  
5           logic configured to identify customer support information relevant to the  
6 customer information; and  
7           logic configured to present the relevant customer support information to the  
8 customer.

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1           22. The computer readable medium of claim 21, wherein the logic  
2 configured to receive information comprises logic configured to receive information  
3 about products the customer uses.

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1           23. The computer readable medium of claim 21, wherein the logic  
2 configured to receive information comprises logic configured to receive information  
3 about the customer's business.

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1           24. The computer readable medium of claim 21, wherein the logic  
2 configured to receive information comprises logic configured to receive information  
3 about the customer's technical expertise.

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1           25.    The computer readable medium of claim 21, wherein the logic  
2   configured to receive information comprises logic configured to receive information  
3   from an online customer survey.

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1           26.    The computer readable medium computer readable medium of claim  
2   21, wherein the logic configured to identify customer support information relevant to  
3   the customer information comprises logic configured to cross-reference the customer  
4   information with information contained within a library database.

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1           27.    The computer readable medium of claim 26, wherein the logic  
2   configured to identify customer support information relevant to the customer  
3   information further comprises logic configured to cross-reference the customer  
4   information with data modules contained within the library database.

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1           28.    The computer readable medium of claim 21, wherein the logic  
2   configured to present the relevant customer support information to the customer  
3   comprises logic configured to automatically generate at least one personalized web  
4   page accessible to the customer.

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1           29.    The computer readable medium of claim 28, wherein the at least one  
2   personalized web page only includes customer support information that is relevant to  
1   the products the customer uses and/or the customer's business.

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1           30.    The computer readable medium of claim 28, wherein the logic  
2   configured to present the relevant customer support information to the customer  
3   comprises logic configured to present audio and video instructions to the customer.

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1           31.    A method for providing personalized customer support, comprising:  
2           receiving information from a customer about the products the customer uses  
3   and about the customer's business;  
4           evaluating the customer information;  
5           creating a customer profile based upon the evaluation of the customer  
6   information;  
7           retrieving customer support information modules relevant to the customer  
8   profile; and  
9           automatically generating a personalized web page containing the customer  
10   support information retrieved.

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1           32.    The method of claim 31, wherein personalized web pages relevant to  
2   training, troubleshooting, and database information are respectively automatically  
3   generated.

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1           33.    The method of claim 31, further comprising the step of responding to  
2   questions posed and issues raised by customers online.

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1           34.    The method of claim 31, further comprising the step of providing  
2   information as to designing a computing system specific to the customer's needs.

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1           35.    The method of claim 31, further comprising the step of providing an  
2   evaluation of the customer's existing computing system.

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